

Communication Plan

CalWIN



Revised Date: 10/12/00 03:40 PM

[illegible]

TABLE OF CONTENTS

| | |
|---|-----------|
| EXECUTIVE SUMMARY | 1 |
| COMMUNICATION MATRIX..... | 2 |
| COMMUNICATION ITEM DESCRIPTION | 6 |
| NAMING CONVENTIONS..... | 16 |
| COMMUNICATION MAP | 22 |
| COMMUNICATION PROTOCOLS | 23 |

CalWIN Project

Communication Plan

Executive Summary

The CalWIN Management Team ('Team'), consisting of WCDS CalWIN Management and EDS CalWIN Management, jointly developed this Communication Plan ('Plan'). The Plan is based on a view from the project management level, encompassing audiences that are both internal and external to the CalWIN Project ('Project'). Each group within the Project will develop its own Plan that will tie directly to this Communication Plan. This will enable a comprehensive Communication Plan for the CalWIN Project at all levels.

The CalWIN Management Team determines what messages to send, to whom to send them, when to send them for effectiveness and how to translate them so that all project participants understand the messages. The CalWIN Management Team monitors communication activities to ensure that the process remains effective. Clear, effective communication is critical to the Project's success.

Our approach to communicating with the Team will be open, interactive, and team structured. The Plan includes those items that are contractual such as Monthly Presentations and Weekly Status Reports. In addition, the Plan includes those items that are less formal such as facilitated meetings to encourage Team participation.

The Team recognizes that other communication items exist that are informal and more generic. Although these items have not been specifically identified in the Plan, the CalWIN Project Team will utilize these informal communication items. They include, but are not limited to, FAQs, Memorandums, Electronic Mail, etc.

There are six sections in the Plan. They are the Executive Summary (this section), Communication Matrix, Communication Item Description, Naming Conventions, Communication Map, and Communication Protocol. The Communication Matrix lists each communication item, the audience that will receive the communication, how frequent the item will be communicated, what medium will be used to communicate the item, who will provide/create the item, and who will communicate that item to the audience. The Communication Item Description further defines each communication item, provides the purpose of the item, which process/procedure is used for creating the item, the template or standard that the item will be based on, and where the item will be located. The Naming Conventions section documents the appropriate titles and composition of various project teams, in order to facilitate the use of common references. The Communication Map provides a visual of the interaction between the Project and each audience. Finally, the Communication Protocol outlines the appropriate communication channels for information pertaining to the CalWIN project.

All communication items will be accessible via the CalWIN Project Web Site providing total communication to all audiences, anytime, from anywhere. The timing and all content will be subject to approval by the CalWIN Management Team prior to publication.

Communication Matrix

| ID | Communication Item | Audience | Frequency | Media | Provider | Communicator | Origin Date |
|----|---|---|---|---------------------------------------|---|-----------------------------|-------------|
| 1 | All County Information Notice (ACIN) | EDS CalWIN Management Team | As received | Document | CDSS, SDHS | WCDS CalWIN Management Team | 02/28/00 |
| 2 | All County Letter (ACL) | EDS CalWIN Management Team | As received | Document | CDSS, SDHS | WCDS CalWIN Management Team | 02/28/00 |
| 3 | Change Request Form | Change Request Owner | As needed | Document | CalWIN Project Team | CalWIN Project Team | 02/28/00 |
| 4 | Change Update Notice | EDS CalWIN Management Team, WCDS CalWIN Management Team, EDS CalWIN Policy Integrator | Upon submission and closure of a Change Request | E-mail via ClearQuest Change Database | CalWIN Management Team (via Change Control Board (CCB)) | Change Owner (or Designee) | 02/28/00 |
| 5 | Deliverable Approval/Non-Approval Notices | CalWIN Project Team, HHSDC | As Deliverables Approved/Disapproved | E-mail | WCDS CalWIN Management Team | WCDS CalWIN Management Team | 02/28/00 |
| 6 | Issue Report Form | Issue Owner | As needed | Document | CalWIN Project Team | CalWIN Project Team | 02/28/00 |
| 7 | Issue Update Notice | EDS CalWIN Management Team, WCDS CalWIN Management Team, EDS CalWIN Policy Integrator | Upon submission and resolution of an Issue | E-mail via ClearQuest Issue Database | CalWIN Management Team, CalWIN Team Leaders | Issue Owner (or Designee) | 02/28/00 |
| 8 | Meeting Agenda | Meeting Distribution List | One (1)workday prior to meeting | Document | Meeting Scribe | Meeting Scribe | 02/28/00 |
| 9 | Meeting Minutes | Meeting Distribution List | Two (2) workdays following meeting | Document | Meeting Scribe | Meeting Scribe | 02/28/00 |

| ID | Communication Item | Audience | Frequency | Media | Provider | Communicator | Origin Date |
|----|------------------------------------|---|--|--|---|---|-------------|
| 10 | Monthly Status Presentation | WCDS CalWIN Management Team, WCDS Directors Conference, County CalWIN Managers, HHSDC | Monthly as part of the County CalWIN Managers Meeting | Presentation | EDS CalWIN Management Team | EDS CalWIN Management Team | 02/28/00 |
| 11 | Monthly Status Report | WCDS Directors Conference, County CalWIN Managers, HHSDC | Submitted for review/resolve four (4) workdays prior to Monthly Status Presentation. Approved report distributed three (3) workdays prior to Monthly Status Presentation. | Document | EDS CalWIN Management Team | WCDS CalWIN Management Team | 02/28/00 |
| 12 | QA Review Notification | CalWIN Project Team | Periodically | E-mail, Questionnaire | EDS CalWIN Management Team | EDS CalWIN Management Team | 02/28/00 |
| 13 | Software Correction Request Form | Software Correction Owner | As needed | Document | CalWIN Project Team | CalWIN Project Team | 02/28/00 |
| 14 | Software Correction Request Update | EDS CalWIN Management Team, WCDS CalWIN Management Team, EDS CalWIN Policy Integrator | Upon submission and resolution of a Software Correction Request | E-mail via ClearQuest Software Correction Database | CalWIN Management Team, CalWIN Team Leaders | Software Correction Owner (or Designee) | 02/28/00 |
| 15 | Weekly Status Meeting | WCDS CalWIN Management Team, HHSDC | Weekly – Tuesday at 2:00 p.m. | Meeting | EDS CalWIN Management Team | EDS CalWIN Management Team | 02/28/00 |

| ID | Communication Item | Audience | Frequency | Media | Provider | Communicator | Origin Date |
|----|-------------------------------------|---|--|----------|---|---|-------------|
| 16 | Weekly Status Report | WCDS CalWIN Management Team, HHSDC | Submitted for review by noon (1) one workday prior to Weekly Status Meeting – generally Monday | Document | EDS CalWIN Management Team | EDS CalWIN Management Team | 02/28/00 |
| 17 | Technology Update | CalWIN Management Team and Interested parties within the following organizations: CalWIN Project Team, WCDS Directors Conference, County CalWIN Managers, Other County Staff, HHSDC, Other State Depts/Agencies | Quarterly | Variable | EDS Chief Technologist | WCDS CalWIN Management Team | 04/05/00 |
| 18 | Website Update Notice | CalWIN Project Team | Weekly - Thursday a.m. | E-Mail | EDS CalWIN Management Team | EDS CalWIN Management Team | 07/01/00 |
| 19 | County CalWIN Managers Action Items | County CalWIN Managers, CalWIN Management Team, Concerned parties only within the following organizations: Other County Staff, WCDS CalWIN Project Team | Twice per week (usually Tuesday COB and Friday COB) or more often as needed | Document | WCDS CalWIN Administrative Services Team | WCDS CalWIN Administrative Services Team | 07/18/00 |
| 20 | Invoice/Claim Package | County CalWIN Managers, County Fiscal Contacts | Monthly | E-mail | WCDS CalWIN Administrative Services Team (Fiscal) | WCDS CalWIN Administrative Services Team (Fiscal) | 07/21/00 |
| 21 | Invoice/Claim Reports | County CalWIN Managers, CalWIN Management Team | Monthly | Document | WCDS CalWIN Administrative Services Team (Fiscal) | WCDS CalWIN Administrative Services Team (Fiscal) | 07/21/00 |

| ID | Communication Item | Audience | Frequency | Media | Provider | Communicator | Origin Date |
|----|---|--|-----------|----------|-------------------|--|-------------|
| 22 | Request for Information from County Coversheet | County CalWIN Managers, Concerned parties only within the following organizations: Other County Staff, WCDS CalWIN Project Team | As Needed | Document | WCDS Project Team | WCDS CalWIN Administrative Services Team | 08/07/00 |
| 23 | Transmittal of Information to County Coversheet | County CalWIN Managers, Concerned parties only within the following organizations: Other County Staff, WCDS CalWIN Project Team | As Needed | Document | WCDS Project Team | WCDS CalWIN Administrative Services Team | 08/07/00 |

Communication Item Description

| | |
|-------------------------------|--|
| ID: | 1 |
| Communication Item: | All County Information Notice (ACIN) |
| Description: | This is a document which provides an informal summary announcement or result(s) of pending legislation and/or regulations which change or add business requirements to CalWORKs or other Welfare related subject matter. |
| Purpose: | To provide a notice to counties/CalWIN project of the pending legislation and/or regulations which change or add business requirements with proposed mandates (if any) with estimated due dates. The frequency of the notice will occur as necessary or when updates are required. |
| Process: | N/A |
| Template or Standards: | N/A |
| Location: | Distributed electronically by HHSDC. |

| | |
|-------------------------------|--|
| ID: | 2 |
| Communication Item: | All County Letter (ACL) |
| Description: | This is a document that provides a formal summary announcement or result(s) of legislation and/or regulations which change or add business requirements to CalWORKs or other Welfare related subject matter. |
| Purpose: | To provide a notice to Counties/CalWIN Project of the legislation and/or regulations which change or add business requirements with specific mandates with implementation due dates. The frequency of the notice will occur as necessary or when updates are required. |
| Process: | N/A |
| Template or Standards: | N/A |
| Location: | Distributed electronically by HHSDC. |

| | |
|-------------------------------|--|
| ID: | 3 |
| Communication Item: | Change Request Form |
| Description: | This is a document that formally requests an addition, deletion or modification to the existing Service, made in accordance with the terms in Section 6.9 of the CalWIN Agreement. |
| Purpose: | To provide a formal request for change that can be recorded in the Change Management Database. |
| Process: | Change Management Process |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 4 |
| Communication Item: | Change Update Notice |
| Description: | This is an automated e-mail that provides a formal summary announcement of the disposition of a Change Request. The notice is produced when the Change Request is “closed” in the Change Management Database. For on demand information, refer to the Change Management Database within the CalWIN Website. |
| Purpose: | To provide notice of the disposition of a Change Request to all concerned parties. |
| Process: | Change Management Process |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 5 |
| Communication Item: | Deliverable Approval/Non-Approval Notice |
| Description: | This is a document that provides a formal announcement that a Deliverable has been approved or disapproved. |
| Purpose: | To provide a notification to all parties that a given Deliverable has been approved or disapproved as specified in the Deliverable Development, Review and Approval Process. |
| Process: | Deliverable Development, Review and Approval Process |
| Template or Standards: | N/A |
| Location: | Distributed electronically by the WCDS CalWIN Management Team. |

| | |
|-------------------------------|---|
| ID: | 6 |
| Communication Item: | Issue Report Form |
| Description: | This is a document that formally reports an issue. |
| Purpose: | To provide a formal report of an issue so that it can be recorded in the Issue Management Database. |
| Process: | Issue Management Process |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 7 |
| Communication Item: | Issue Update Notice |
| Description: | This is an automated e-mail that provides a formal summary announcement of the disposition of an Issue Report. The notice is produced when the Issue is “closed” in the Issue Management Database. For on demand information, refer to the Issue Management Database within the CalWIN Website. |
| Purpose: | To provide notice of the disposition of an Issue to all concerned parties. |
| Process: | Issue Management Process |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 8 |
| Communication Item: | Meeting Agenda |
| Description: | This is a document that contains the agenda or list of discussion items for a future meeting. |
| Purpose: | To inform participating team members of the date, time, location, purpose, and agenda for an upcoming meeting. Applies to all meetings unless unique <i>Meeting Mechanics and Procedures</i> have been established for the express purpose of the meeting. |
| Process: | The Meeting Mechanics for each unique meeting. |
| Template or Standards: | Meeting Agenda and Minutes |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 9 |
| Communication Item: | Meeting Minutes |
| Description: | This is a document that contains the minutes and action items of discussions during a meeting. |
| Purpose: | To share information with non-participating team members, provide historical reference of past discussions, and track action items. Applies to all meetings unless unique <i>Meeting Mechanics and Procedures</i> have been established for the express purpose of the meeting. |
| Process: | The Meeting Mechanics for each unique meeting. |
| Template or Standards: | Meeting Agenda and Minutes |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 10 |
| Communication Item: | Monthly Status Presentation |
| Description: | This presentation gives a high-level view of the state of the project. |
| Purpose: | To review actual vs. baseline status of tasks and project management processes. This presentation should facilitate project control and project communication. |
| Process: | The Meeting Mechanics for the County CalWIN Managers Meeting |
| Template or Standards: | N/A |
| Location: | As scheduled |

| | |
|-------------------------------|--|
| ID: | 11 |
| Communication Item: | Monthly Status Report |
| Description: | This is a document produced monthly summarizing the state of the project. The report contains an Executive Summary, Change Management Reports, Issues Management Reports, Software Correction Management Reports, Financial Management Reports, Resource Management Reports, Risk Management Reports, and Schedule Management Reports. |
| Purpose: | To review actual vs. baseline status of tasks and project management processes. This report facilitates project control and project communication. |
| Process: | N/A |
| Template or Standards: | DED for Monthly Status Report |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 12 |
| Communication Item: | QA Review Notice |
| Description: | This is a document providing a formal summary announcement or result(s) of a work process, event, or completion of a QA Review. |
| Purpose: | To provide a summary of the current status/update that a QA process or event has occurred or will occur. The frequency of the notice will occur as necessary or when updates are required. |
| Process: | Quality Assurance Process |
| Template or Standards: | TBD |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 13 |
| Communication Item: | Software Correction Request |
| Description: | This is a document that formally requests a software correction. |
| Purpose: | To provide a formal request of a software correction so that it can be recorded in the Software Correction Management Database. |
| Process: | Software Correction Management Process |
| Template or Standards: | |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 14 |
| Communication Item: | Software Correction Request Update Notice |
| Description: | This is an automated e-mail that provides a formal summary announcement of the disposition of a Software Correction Request. The notice is produced when the Software Correction Request is “closed” in the Software Correction Management Database. For on demand information, refer to the Software Correction Management Database within the CalWIN Website. |
| Purpose: | To provide notice of the disposition of a Software Correction Request to all concerned parties. |
| Process: | Software Correction Management Process |
| Template or Standards: | |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 15 |
| Communication Item: | Weekly Status Meeting |
| Description: | This is a meeting scheduled weekly with the CalWIN Management Team and others as needed. |
| Purpose: | To review actual vs. baseline status of tasks and project management processes. This meeting facilitates project control and project communication. |
| Process: | The Meeting Mechanics for the Weekly Status Meeting |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 16 |
| Communication Item: | Weekly Status Report |
| Description: | This is a document produced weekly summarizing the state of the project. The report contains Highlights, Status Commentary, Task Status, Major Milestone Status, Change Management Status, Issue Management Status, Issue Management Status, and Software Correction Management Status. In addition, all other materials for the meeting are delivered with the report document. |
| Purpose: | To review actual vs. baseline status of tasks and project management processes. This report facilitates project control and project communication. |
| Process: | N/A |
| Template or Standards: | DED for the Weekly Status Report |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 17 |
| Communication Item: | Technology Update |
| Description: | The Technology Update will provide the audience with a discussion and/or results of Information Technology Strategy and Planning activities that occurred in the previous quarter. The forum or media for this update can take on a variety of flavors. It might be a written report, a round table discussion, a demonstration of a new technology or any other approach the Chief Technologist deems appropriate for the update. |
| Purpose: | To describe Information Technology Strategy and Planning activities conducted in the previous quarter. |
| Process/Policy: | Information Technology (IT) Strategy and Planning Policy |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|---|
| ID: | 18 |
| Communication Item: | Website Update Notice |
| Description: | This is an e-mail that contains a list of all the updates that have been published to the CalWIN Website during the week. |
| Purpose: | To ensure that the CalWIN Project Team is aware of new information and updates to existing information contained on the CalWIN Website. |
| Process: | N/A |
| Template or Standards: | N/A |
| Location: | CalWIN Website |

| | |
|-------------------------------|--|
| ID: | 19 |
| Communication Item: | County CalWIN Managers' Action Items |
| Description: | This is a document that provides a listed summary of each request for information from the Project to the Counties and tracks the responses from the Counties. |
| Purpose: | To share information, provide historical reference, and track action items. |
| Process: | N/A |
| Template or Standards: | |
| Location: | CalWIN Project Site Repository, Internal and External CalWIN Websites |

| | |
|-------------------------------|--|
| ID: | 20 |
| Communication Item: | Invoice/Claim Package |
| Description: | This document contains five spreadsheets including the EDS Invoice Coversheet, EDS Invoice, County Actuals, County Claim, and Sharing Table. The Invoice/Claim Package is produced monthly and sent to all CalWIN counties for payment and claiming purposes. |
| Purpose: | To enable counties to pay invoices within prescribed timeframes, to make accurate and timely claims and clear advances, and to allow the Consortium and Counties to manage the CalWIN budget. The electronic process provides for ease of distribution to Counties. The use of formulas provides simplicity in completing the forms and accurate claiming. |
| Process: | N/A |
| Template or Standards: | Predetermined electronic spreadsheets |
| Location: | Distributed electronically by WCDS CalWIN Management. |

| | |
|-------------------------------|---|
| ID: | 21 |
| Communication Item: | Invoice/Claim Reports |
| Description: | The reports provide fiscal year-to-date and project-to-date updates on actual expenditures versus allocated amounts by County and Project level based on County monthly claims. |
| Purpose: | To provide the Counties and project management accurate updates on the status of the CalWIN budget invoice items. The reports will provide planning assistance to the County CalWIN Managers. |
| Process: | N/A |
| Template or Standards: | Predetermined electronic spreadsheets |
| Location: | Distributed electronically by WCDS CalWIN Management |

| | |
|-------------------------------|---|
| ID: | 22 |
| Communication Item: | Request for Information from County Coversheet |
| Description: | This is a coversheet document sent with each formal request for information from Counties that provides summary information concerning the action item request, its attendant documents, and pertinent contact information. |
| Purpose: | To ensure that a complete and consistent set of information is transmitted to Counties to assist in their adequate and timely response to action items. |
| Process: | N/A |
| Template or Standards: | Request for Information from County Coversheet Template |
| Location: | CalWIN Project Site Repository |

| | |
|-------------------------------|---|
| ID: | 23 |
| Communication Item: | Transmittal of Information to County Coversheet |
| Description: | This is a coversheet document sent with each formal transmittal of information to counties that provides summary information concerning the transmittal, its attendant documents, and pertinent contact information |
| Purpose: | To provide complete and consistent summary information for each transmittal to ensure that the reason for and purpose of the transmittal is clear to the recipients |
| Process: | N/A |
| Template or Standards: | Transmittal of Information to County Coversheet Template |
| Location: | CalWIN Project Site Repository |

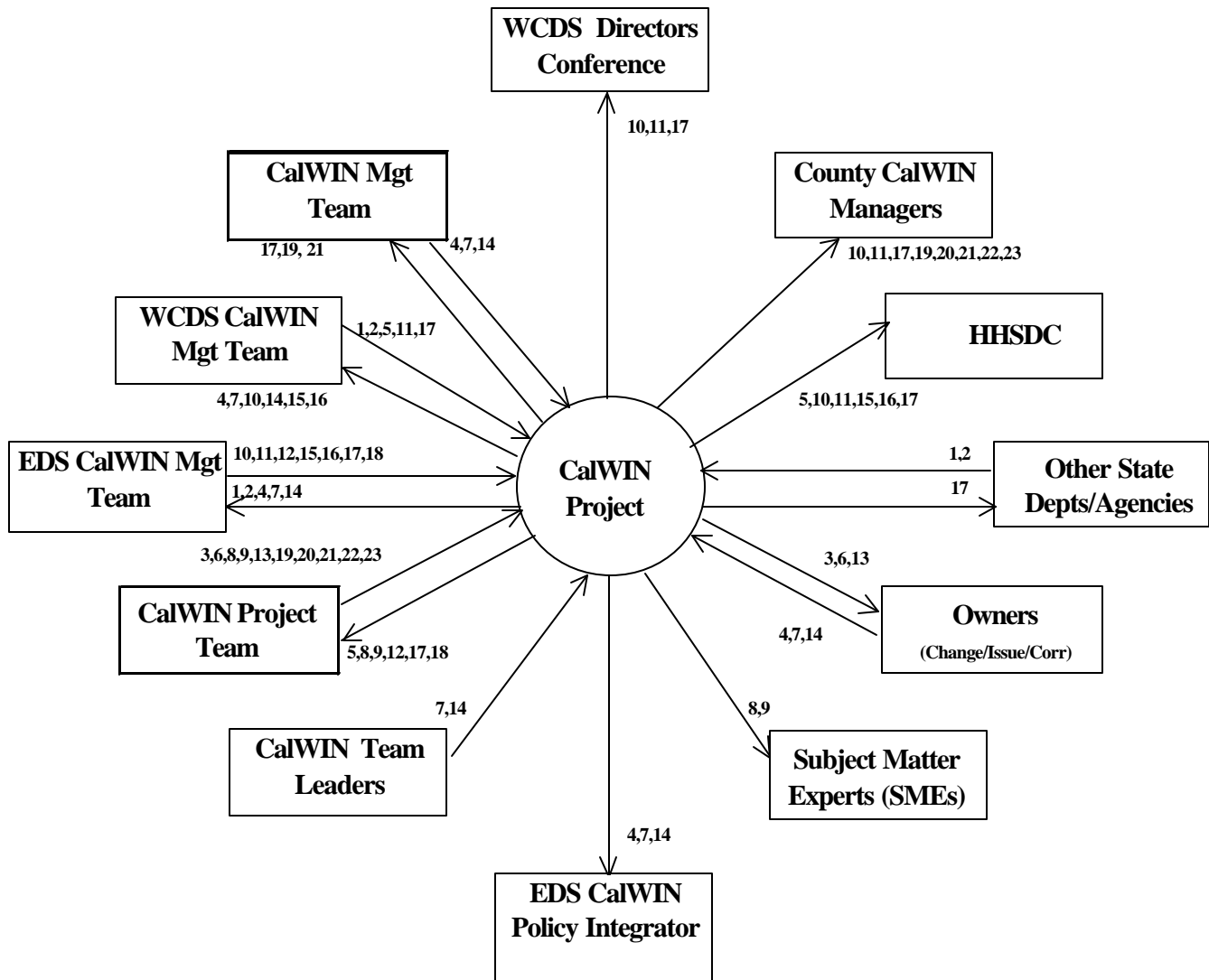
Naming Conventions

| Group Name | Members |
|--|--|
| WCDS Directors Conference | WCDS Welfare Directors |
| WCDS CalWIN Project Manager | WCDS Project Manager |
| WCDS CalWIN Deputy Managers | WCDS Administrative Services Deputy Project Manager WCDS Application Deputy Manager WCDS Technical Deputy Manager |
| WCDS CalWIN Track Team Leads | WCDS Functional Tracks Team Lead WCDS Network Specialist/Local Office Readiness Team Lead WCDS Technical Track Team Lead WCDS Testing Track Team Lead WCDS Training Track Team Lead |
| WCDS CalWIN Coordinators/Specialists/Testers/Track Team Leads | WCDS Data Collection Track Team Lead WCDS ED/BC Track Team Lead WCDS Employment Services/Referral Track Team Lead WCDS Interfaces Track Team Lead WCDS Issuances Track Team Lead WCDS Notices Track Team Lead WCDS Reporting and Security Track Team Lead WCDS Test Team Leads WCDS Coordinators (various specialties) WCDS Specialists (various specialties) WCDS Testers |
| RGS CalWIN Project Manager | RGS Project Manager |
| RGS CalWIN Analysts/Consultants/Managers | RGS Functional Manager RGS Senior Business Analysts RGS Technical Managers (various specialties) RGS Consultants (various specialties) |
| WCDS CalWIN Management Team | WCDS CalWIN Project Manager WCDS CalWIN Deputy Managers RGS CalWIN Project Manager |
| WCDS CalWIN Team | WCDS CalWIN Project Manager WCDS CalWIN Deputy Managers WCDS CalWIN Track Team Leads WCDS Coordinators/Specialists/Testers/Track Team Leads RGS CalWIN Project Manager RGS CalWIN Analysts/Consultants/Managers |
| EDS CalWIN Project Manager | EDS Project Manager |
| EDS CalWIN Managers | Deloitte Application Development Manager Deloitte Deputy Application Development Manager EDS Chief Technologist EDS Operational Support Services Manager EDS Program Management Office (PMO) Manager EDS Technology Services Manager Unisys Project Manager |
| EDS CalWIN Management Team | EDS CalWIN Project Manager EDS CalWIN Managers |

| Group Name | Members |
|-----------------------------------|---|
| EDS CalWIN Team/Technical Leaders | <u>Application Services</u> Deloitte Application Architecture Manager Deloitte Change Leadership Manager Deloitte Conversion Manager Deloitte County Lead Deloitte Data Collection Team Leader Deloitte ED/BC Team Leader Deloitte Interfaces Team Leader Deloitte Issuance Team Leader Deloitte Lead Trainer Deloitte Notices Team Leader Deloitte Quality Assurance Team Leader Deloitte Reporting Team Leader Deloitte Test Manager Deloitte Training Manager EDS Services/Referral Technical Leader <u>Operational Support Services</u> EDS County Care Team Leader EDS Help Desk Team Leader <u>Technology Services</u> EDS Capacity Planning Technical Leader EDS Distributed Services Technical Leader EDS Enterprise Computing Technical Leader EDS Network Services Technical Leader EDS Software Services Technical Leader Unisys Project Manager Unisys Installation Project Manager |
| EDS CalWIN – All Other Roles | Deloitte Analysts (various specialties) Deloitte Assistant Training Manager Deloitte Database Administrator Deloitte Programmer/Analysts (various specialties) Deloitte Project Administrator Deloitte Project Controller Deloitte Specialists (various specialties) Deloitte Testers Deloitte Trainers EDS Administrative Assistant EDS Business Analysts EDS Business Representatives EDS Database Administrators EDS Financial Coordinators EDS LAN Administrators EDS Office Manager EDS Policy Integrator EDS Programmer/Analysts (various specialties) EDS Specialists (various specialties) EDS Web Master |
| EDS CalWIN Team | EDS CalWIN Project Manager EDS CalWIN Managers EDS CalWIN Team/Technical Leaders |

| Group Name | Members |
|-----------------------------------|--|
| | EDS CalWIN – All Other Roles |
| CalWIN Management Team | WCDS CalWIN Management Team EDS CalWIN Management Team |
| CalWIN Project Team | WCDS CalWIN Team EDS CalWIN Team |
| CalWIN Change Control Board (CCB) | CalWIN Management Team |
| County CalWIN Managers | Formerly SAWS Managers a.k.a. CalWIN Joint Committee |
| County CalWIN Teams | County Subject Matter Experts County Implementation Support Staff |
| County CalWIN Project Team | County CalWIN Managers County CalWIN Teams |

Communication Map



Communication Protocols

With a project the size and scope of CalWIN, communication protocols are necessary to properly manage the amount and type of information that will be communicated. Communication protocols are advantageous for a variety of reasons including, to better manage and control the flow of project-related information, to minimize misinformation and maximize the sharing of accurate information across the appropriate communication channels, and to provide structure to the formal and informal communications that are shared with external stakeholders.

The matrix presented below represents the recommended communication channels and protocols for use on the CalWIN project. The scope of the information communicated will be limited to within individuals' project domain. All communication related to project-wide status will be directed to WCDS CalWIN Project Manager, unless otherwise advised. Because of the broad scope of this project, only those individuals at the Project Management level will be able to provide a comprehensive and accurate status update on the project as a whole. It is therefore imperative that all other project team members limit their project-related communications, both formal and informal, to information within their individual project domain or job functions.

Communication Channels

The chart below depicts each of the relevant CalWIN parties and their associated communication "scope". Communication channels are defined as the means by which information is communicated or transmitted. HHSDC, the WCDS CalWIN Project Manager, or the WCDS Directors Conference will handle all external or non-CalWIN Counties communications.

| Communication With | Communication By | Communication Scope (official and unofficial) |
|------------------------------------|--|---|
| Federal Government | HHSDC | All CalWIN Related Information |
| State Government (DHS, DOIT, etc). | HHSDC | All CalWIN Related Information |
| News Media | WCDS CalWIN Project Manager | All CalWIN Related Information |
| News Media | EDS CalWIN Project Manager/ EDS Corporate Communications | EDS Corporate CalWIN Related Information |
| Non-CalWIN Counties (California) | WCDS CalWIN Project Manager | All CalWIN Related Information |
| Other States or US Territories | WCDS CalWIN Project Manager | All CalWIN Related Information |
| CalWIN Counties | WCDS CalWIN Project Manager | All CalWIN Information, project-wide scope |
| CalWIN Counties | County CalWIN Managers | County CalWIN Manager project scope only* |
| CalWIN Counties | County CalWIN Team Members | Team member, track-level scope only* |

| Communication With | Communication By | Communication Scope (official and unofficial) |
|--------------------|---|---|
| CalWIN Counties | WCDS CalWIN Team Members | Team member, track-level scope only* |
| CalWIN Counties | EDS CalWIN Management Team | CalWIN Management Team scope only* |
| CalWIN Counties | EDS CalWIN Team Members | Team member, track-level scope only |
| CalWIN Counties | EDS CalWIN Track Managers | Track Manager project scope only* |
| CalWIN Counties | EDS CalWIN Consultants, Analysts, Programmers | Consultant, Analysts and Programmer project scope only* |
| CalWIN Counties | RGS CalWIN Project Management | RGS CalWIN project management scope only* |
| CalWIN Counties | RGS CalWIN Consultants | RGC CalWIN consulting scope only* |

**If the communication request/item is outside an individual's project scope or role, the request should be raised to the next project level or the WCDS CalWIN Project Manager, whichever is most appropriate.*